

FREQUENTLY ASKED QUESTIONS (FAQ) FOR UNI5G WOW PADU BASE PASSES

NO	QUESTION	ANSWER																																								
UNI5G WOW PADU BASE PASSES																																										
1.	What makes the new UNI5G WOW PADU offering interesting?	<ul style="list-style-type: none">We've designed UNI5G WOW PADU to give you more value and flexibility. You'll enjoy super-big data, exclusive rewards, freebies, and value-packed add-on passes — all created to enhance your overall mobile experience.																																								
2.	What base plans are offered under the new UNI5G WOW PADU?	<div><ul style="list-style-type: none">You can choose from the following base passes:<table><tr><th>Pass</th><th>UNI5G WOW PADU 10</th><th>UNI5G WOW PADU 25</th><th>UNI5G WOW PADU 35</th></tr><tr><td>Price</td><td>RM10</td><td>RM25</td><td>RM35</td></tr><tr><td>Validity</td><td>7 Days</td><td colspan="2">30 Days</td></tr><tr><td>Speed</td><td colspan="3">4G: 5Mbps 5G: Best effort</td></tr><tr><td>Data Quota</td><td>20GB (4G/5G)</td><td>100GB (30GB 4G/5G) (70 GB 5G)</td><td>1000GB* (200GB 4G/5G) (800GB 5G)</td></tr><tr><td>Hotspot</td><td>Enabled</td><td>Enabled</td><td>10GB 4G/5G</td></tr><tr><td>Calls</td><td colspan="3">Unlimited</td></tr><tr><td>Renewal</td><td colspan="3">Yes</td></tr><tr><td>Limited Time Promo</td><td colspan="2">-</td><td>50GB 5G Hotspot</td></tr><tr><td>Data Rollover</td><td colspan="3">Eligible</td></tr></table><p><small>*The 1000GB allocation for the UNI5G WOW PADU 35 pass is equivalent to 1TB (1TB=1000GB)</small></p></div>	Pass	UNI5G WOW PADU 10	UNI5G WOW PADU 25	UNI5G WOW PADU 35	Price	RM10	RM25	RM35	Validity	7 Days	30 Days		Speed	4G: 5Mbps 5G: Best effort			Data Quota	20GB (4G/5G)	100GB (30GB 4G/5G) (70 GB 5G)	1000GB* (200GB 4G/5G) (800GB 5G)	Hotspot	Enabled	Enabled	10GB 4G/5G	Calls	Unlimited			Renewal	Yes			Limited Time Promo	-		50GB 5G Hotspot	Data Rollover	Eligible		
Pass	UNI5G WOW PADU 10	UNI5G WOW PADU 25	UNI5G WOW PADU 35																																							
Price	RM10	RM25	RM35																																							
Validity	7 Days	30 Days																																								
Speed	4G: 5Mbps 5G: Best effort																																									
Data Quota	20GB (4G/5G)	100GB (30GB 4G/5G) (70 GB 5G)	1000GB* (200GB 4G/5G) (800GB 5G)																																							
Hotspot	Enabled	Enabled	10GB 4G/5G																																							
Calls	Unlimited																																									
Renewal	Yes																																									
Limited Time Promo	-		50GB 5G Hotspot																																							
Data Rollover	Eligible																																									
3.	I'm currently subscribed to UNI5G WOW 25. Can I switch to UNI5G WOW PADU 25?	<ul style="list-style-type: none">Yes, you can switch to UNI5G WOW PADU 25. However, please note that any remaining data or call balance from your current plan will be forfeited. Also, you can only subscribe to one base plan at a time.																																								
4.	What happens if I have used up all my hotspot quota? Can I continue to tether or hotspot?	<ul style="list-style-type: none">For UNI5G WOW PADU 35, hotspot usage will be disabled once the hotspot quota is fully utilized.For UNI5G WOW PADU 10 and UNI5G WOW PADU 25, you can continue hotspot usage until your main data quota is exhausted.																																								
5.	Are unused data & Hotspot for UNI5G WOW PADU pass eligible for Data Rollover?	<ul style="list-style-type: none">Yes, any unused data & hotspot quota can be carried forward to the next week or month, as long as the data rollover criteria are fulfilled.																																								
6.	What is auto-renew?	<ul style="list-style-type: none">Auto-renew ensures your base plan is automatically renewed for the upcoming months, so you stay connected without interruption — as long as you have enough credit balance.																																								

NO	QUESTION	ANSWER
7.	Do these new base plans come with an auto-renew?	<ul style="list-style-type: none"> Yes, once your purchase of a base plan is successful, your auto-renew will be enabled automatically.
8.	Can I opt to turn off auto-renew?	<ul style="list-style-type: none"> Yes, you can. Simply turn off auto-renew anytime via the Unifi UniVerse app.
9.	Can I purchase a new UNI5G WOW PADU pass while I'm still subscribed to my current base passes? (eg. UNI5G WOW 10, UNI5G WOW 25, UNI5G WOW 35)	<ul style="list-style-type: none"> Yes you can. When you purchase a new UNI5G WOW PADU pass, your existing base pass will be automatically unsubscribed.
10.	I have purchased the UNI5G WOW PADU35. Is the free 50GB 5G Hotspot automatically activated?	<ul style="list-style-type: none"> You will receive a redemption SMS after a successful purchase of UNI5G WOW PADU 35. Reply to the SMS with the short code provided within 24 hours to redeem the free 50GB 5G Hotspot. Free 50GB 5G Hotspot will be valid for 7 days upon successful redemption.
11.	Can I purchase additional base passes on top of my 3-month or 12-month pass?	<ul style="list-style-type: none"> Yes, you can. If you have already purchased a UNI5G WOW 3-month or 12-month pass, you can still buy other base passes (WOW PADU 10, WOW PADU 25, and WOW PADU 35) to add more data to your plan. However, you cannot purchase the same extended validity pass while your current one is still active. <p>For example:</p> <ul style="list-style-type: none"> If you already have an active 3-month pass, you'll need to wait until it expires before buying another 3-month pass. The same rule applies to the 12-month pass.
12.	Can I purchase add-on passes with my 3-month or 12-month pass?	<ul style="list-style-type: none"> Yes, you can purchase any add-on passes to enhance your plan

NO	QUESTION	ANSWER
13.	Can I purchase a Speed Booster pass after subscribing to the UNI5G WOW PADU base pass?	<ul style="list-style-type: none">▪ Yes, you can purchase the speed booster pass for all the UNI5G WOW PADU base pass. The speed booster's validity will follow the validity of your base pass.
14.	Who should I contact for further assistance or service inquiries?	<ul style="list-style-type: none">▪ If you need help or have any questions, you can always reach out via the Unifi UniVerse App or visit the Unifi Selfcare Portal for assistance.

[The remaining of this page is left blank intentionally]